



WHUD

About WHUD

Serving 600 square miles through Robertson, Sumner and northern parts of Davidson counties, White House Utility District (WHUD) is geographically the largest water and sewer utility in Tennessee. Our service area includes:



- | | | |
|----------------|----------------|-------------|
| Cottontown | Greenbrier | Portland |
| Cross Plains | Hendersonville | Ridgetop |
| Gallatin | Millersville | Springfield |
| Goodlettsville | Orlinda | White House |

WHUD began as a small, rural water utility in 1956. Today, WHUD produces and delivers more than 4 billion gallons of water each year to more than 90,000 people.

In 1995, WHUD expanded and began providing wastewater service to portions of Sumner County that were previously unserved. Today, WHUD collects more than 274 million gallons of wastewater each year for approximately 10,000 customers.



Helping Customers

WHUD is proud to offer a number of tools and services to assist our customers. These include:

A real-time **outage map**, at WHUD.org, provides information about planned and unplanned water outages.

A **service area map**, also at WHUD.org, lets you plug in an address and see if it would be eligible for WHUD water and/or sewer.

Customer Connect is a secure, online customer portal that allows customers to manage and pay accounts, enroll in paperless billing, view previous bills, set up account notifications, view billing and usage history, apply for new services, discontinue service, and set up auto draft payments. Visit www.whud.org and click on My Account.

Automated notification (phone or email) is available in the event of outages, as well as for bill reminders and leak notifications. Make sure your contact information is up-to-date so you can receive these notifications.

A **seasonal sewer averaging program** is offered to WHUD sewer customers. It is based on winter water usage and intended to prevent high bills during peak watering months.

A **leak adjustment policy** is applied to assist when customers have leaks.

2018 Rates and Fees

Water Rates

Basic Service Charge:	\$8.33/month
Water Use Charge:	\$0.00748/gallon

Example:

4,500 gallons/month:	\$41.99/month
Basic Service Charge:	\$8.33
Water Use Charge (4,500 x .00748):	\$33.66

The Cost of H2O



At WHUD, one gallon of water costs 3/4 of a penny. That's less than the cost of a single bottle of water from a vending machine, a gallon of soda, a gallon of gas, or a gallon of milk.



\$1.00



\$3.50



\$2.00+



\$3.00

Questions?



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www.whud.org



M-F, 8am – 4pm



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We answer emergency calls 24/7.